

STATEMENT OF RIGHTS AND RESPONSIBILITIES

Policy Statement

QCIDD is committed to respecting the rights of the various users of the service, treating them with respect and dignity. In return it requests users of the service to use QCIDD services in a respectful, collaborative way.

Rationale

QCIDD provides services to a range of different user groups including adults with intellectual disabilities, their carers and support workers, and students, researchers and professionals seeking training and information about intellectual disability. Each of these user groups is entitled to respectful treatment.

Statement of Rights and Responsibilities

Users of Clinical Services and their carers

Rights - Service users and their carers have the right to

- Non-discriminatory access to the service
- Privacy and confidentiality
- Respectful treatment and interaction
- High quality professional services and advice
- Informed consent and the right to refuse any treatment or intervention
- Accurate, comprehensible information about their health
- Accurate, comprehensible information about QCIDD's services
- Complain without retribution, and have their complaint taken seriously
- Access their records within the provisions of relevant legislation.

Responsibilities - Service users and their carers are asked to

- Treat QCIDD staff with respect and courtesy
- Ensure that the information they provide to QCIDD staff about the service users' health is as complete and accurate as possible
- Attend scheduled appointments or inform QCIDD as soon as possible if they will not be able to attend
- Ensure the service user is accompanied to appointments by a support person who knows them well and where necessary can assist with clear and accurate communication and follow up
- Follow the agreed recommendations from QCIDD or discuss intentions not to do so that QCIDD is able to fulfil its duty of care to the service user

Users of Training/Educational Services

Rights - Users of training and educational services have a right to

- Well-prepared, accurate content
- Content provided at an appropriate level for their knowledge and training

- Ask questions and clarify content
- Challenge and question material presented.

Responsibilities - Users of training and educational services are requested to

- Attend training sessions as organised
- Participate actively in group activities and discussions
- Speak in respectful terms to the presenter
- Speak respectfully of people with disabilities
- Follow up with their own private study and research.

Users of and Participants in Research

Rights - Participants in research studies have a right to

- Have the purpose of the research explained to them and any support workers or carers
- Refuse to participate in aspects of the research if they choose or end their participation when they choose
- Expect that all electronic information about them will be kept in locked premises and will be accessed using computer security codes, or for hard copies, locked in filing cabinets.
- Know that they will be identified by a number, linked to the person's name and kept separately. Only the QCIDD Director and the research staff will have access to the name of research participants
- Have access to the findings of the research when completed.

Users of research have a right to

- An expectation that the research is carried out to proper research standards
- Access to non-identifying source data for the purpose of review and replication

Responsibilities

Participants in research are requested to

- Participate honestly and in good faith

Users of research are requested to

- Use the research to improve services and responses to people with disabilities.

Procedure

- QCIDD staff will be informed of these Rights and Responsibilities as part of their induction process.
- Users of clinical services and their carers will be provided with a written “rights and responsibilities” document at their first clinic visit.
- Participants in research projects will be provided with written information about their rights when they are recruited to take part.
- Rights and responsibilities of users of education and training, and of users of QCIDD’s research, are regarded as implicit in the delivery of these services. A formal statement of rights and responsibilities will be available on request.

Attachment 1 - QCIDD Clinic Users’ Rights and Responsibilities document